enjoy.now

alcatel 1s

For more information on how to use the phone, please go to **www.alcatelmobile.com** and download the complete user manual. Moreover, on the website, you can also find answers to frequently asked questions, upgrade the software via Mobile Upgrade, and so much more.

Note:

This is a user manual for Alcatel 1S 5024A/5024J.

Help

Refer to the following resources to get more FAQ, software, and service information.

Consulting FAQ

Go to

https://www.alcatelmobile.com/content/faq/

Updating your phone's software

Update through the **Updates** app on your device.

To download the software update tool onto your PC, go to

https://www.alcatelmobile.com/content/software-drivers/

Finding your serial number or IMEI

You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Or, on the phone, choose **Settings > System > About phones**.

Obtaining warranty service

First follow the advice in this guide. Then check hotlines and repair centers information through

https://www.alcatelmobile.com/content/hotline-service-center/

Viewing legal information

On the phone, go to **Settings > System > About phone > Legal information**.

Using other alcatel apps

Go to

https://www.alcatelmobile.com/content/app-services/

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www.sar-tick.com

alcatel

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found in the **Radio waves** section.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.

Safety and use .....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

TRAFFIC SAFETY:

Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their phone when the vehicle is not parked. Check the laws and regulations on the use of wireless phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

CONDITIONS OF USE:

- You are advised to switch off the phone from time to time to optimize its performance;
- Remember to abide by local authority rules of mobile phone use on aircrafts;

- If your phone is a unibody device, where the back cover and battery are not removable, disassembling the phone will void your warranty. Disassembling the phone can cause bodily injury if the battery is punctured;
- Always handle your phone with care and keep it in a clean and dust-free place;
- Do not allow your phone to be exposed to adverse weather or environmental conditions, such as moisture, humidity, rain, infiltration of liquids, dust, sea air, etc. The manufacturer's recommended operating temperature range is -10°C (14°F) to +45°C (113°F). At over 45°C (113°F), the legibility of the phone's display may be temporarily impaired;
- Do not open, dismantle, or attempt to repair your phone yourself;
- Do not drop, throw, or bend your phone;
- Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries;
- Your phone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products;

- Remember to make backup copies or keep a written record of all important information stored on your phone;
- Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone;
- Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, orientation, or movements.

PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization has been obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your phone (including the carrier) disclaim any liability which may result from improper use of the phone.

BATTERY:

For a non-unibody device:

Observe the following precautions:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns);
- Do not puncture, disassemble, or cause a short circuit in the battery;

- Do not burn or dispose of a used battery in household garbage or store it at temperatures above 60°C (140°F).

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

For a non-unibody device with a non-removable battery:

Observe the following precautions:

- Do not attempt to eject, replace, or open the battery;
- Do not puncture, disassemble, or cause a short circuit in the battery;
- Do not burn or dispose of your phone in household garbage or store it at temperature above 60°C (140°F).

Phone and battery must be disposed of in accordance with locally applicable environmental regulations.

For a unibody device:

Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open the battery;
- Do not puncture the back cover of your phone;

- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F);

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these types of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non-European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

In the United States you may learn more about CTIA's Recycling Program at http://www.gowirelessgogreen.org/

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

WARNING: This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

CHARGERS:

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240V,50/60Hz, 0.2A
Output:5V,1A

Battery: Lithium 3060 mAh

Radio waves .....

THIS PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Innovation, Science and Economic Development Canada (ISEDC), is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands.

This device is complied with SAR for general population/ uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID : 2ACCJB107

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the phone. Before a phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for 5024A when tested is 1.16W/Kg for use at the ear and 0.9 W/Kg for use close to the body.

The highest SAR value for 5024J when tested is 0.43 W/Kg for use at the ear and 0.81 W/Kg for use close to the body.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 10 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: http://www.ctia.org/

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of phones. If individuals are concerned, they may choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep phones away from the head and body. Additional WHO information about electromagnetic fields and public health are available on the following website: http://www.who.int/peh-emf.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio/ TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This phone complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- This device may not cause harmful interference;
- This device must accept any interference received, including interference that may cause undesired operation.

Your phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with a headset or usb data cable.

If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features,

only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- The technical possibilities available;
- The costs for implementing the measures;
- The risks involved with the processing of the personal data, and;
- The sensitivity of the personal data processed.

You can access, review, and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

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Alcatel 5024A/5024J Bluetooth Declaration ID D043603

The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

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The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will show when you touch **Google legal** in **Settings** > **About phone** > **Legal information**) [1].

You have purchased a product which uses the open source (http://opensource.org/) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public Licence and Apache Licence.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication Ltd.

You may download the source codes from http://sourceforge.net/projects/alcatel/files/. The provision of the source code is free of charge from the internet.

[1] May not be available in all countries.

General information.....

- **Internet address:** www.alcatelmobile.com
- **Hotline:** See the "SERVICES" leaflet that came with your phone or go to our website.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labeling path:** Touch **Settings** > **Regulatory & safety** or press *#07# to find more information about labeling [1], such as FCC ID.

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.

Your phone is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), UMTS in penta-band (B1/2/4/5/8), 4G (B1/2/3/4/5/7/8/13/28/66) [2] or 4G (B2/3/4/7/28) [3].

[1] This may vary depending on country.
[2] Only for 5024A
[3] Only for 5024J

Protection against theft [1]

Your phone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your phone by entering *#06# and keep it in a safe place. It may be requested by the police or your carrier if your phone is stolen. This number allows your phone to be blocked preventing a third person from using it, even with a different SIM card.

Disclaimer

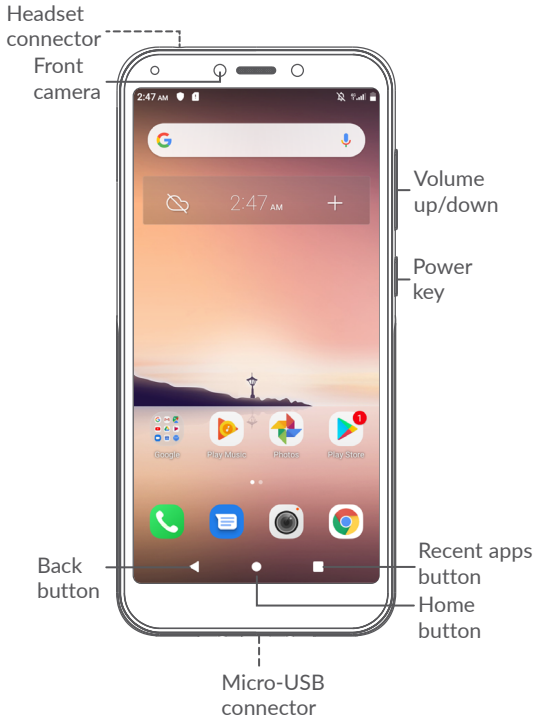
There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific carrier services.

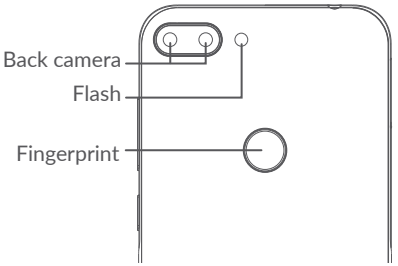
TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the carrier exclusively.

[1] Contact your service provider to check service availability.

1 Your mobile

1.1 Keys and connectors





Back button

- Touch to go back to the previous screen, or close a dialog box, options menu, the Notification panel, etc.

Home button

- From any application or screen, touch to return to the Home screen.
- Long press to turn on Google Assistant. You can get help such as getting directions and restaurant information based on the content detected on the screen.

Recent Apps button

- Touch to open a card view of applications you've worked with recently.

Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from **Restart/Power off/Airplane mode**.
- Press and hold the **Power** key and **Volume down** key to take a screenshot.
- Press and hold the **Power** key for at least 10 seconds to force reboot.

Volume keys

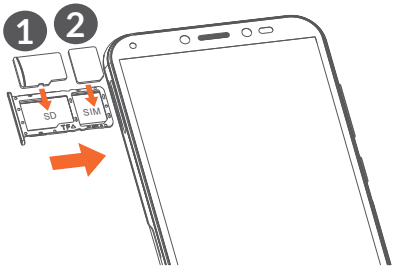
- In call mode, adjusts the call volume.
- In Music/Video/Streaming mode, adjusts the media volume.
- In general mode, adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.
- In camera preview mode, press **Volume up** or **down** key to take a photo.

1.2 Getting started

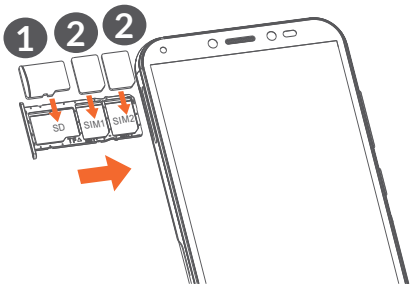
1.2.1 Setting up

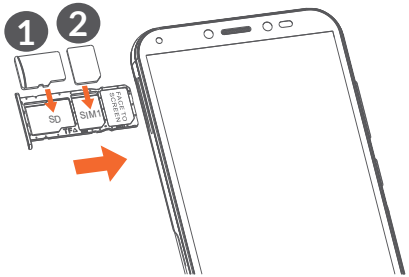
1. Inserting or removing the microSD card.
2. Inserting or removing the SIM card.

5024A



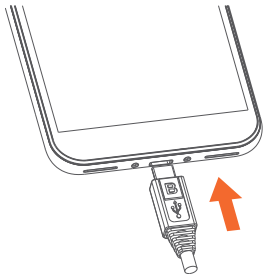
5024J





Your phone only supports nano-SIM cards. Do not attempt to insert other SIM types like mini and micro cards; otherwise this may cause damage to your phone.

Charging the battery



You are advised to fully charge the battery ( ). Charging status is indicated by a percentage displayed on screen. The percentage increases as the phone is charged.

To reduce power consumption and energy waste when the battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

1.2.2 Powering on your phone

Long press the **Power** key until the phone powers on, unlock your phone (Swipe, PIN, Password or Pattern) if necessary and confirm. The Home screen is displayed.

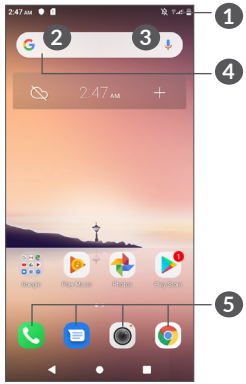
If you do not know your PIN code or forget it, contact your network carrier. Be sure to keep your PIN code safe.

1.2.3 Powering off your phone

Press and hold the **Power** key until options appear, then select **Power off**.

1.3 Home screen

You can bring all the items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Swipe up on the Home screen.



1 **Status bar**

- Status/Notification indicators
- Touch and drag down to open the Notification panel.

4 **Google Search bar**

- Touch 2 to enter text search screen
- Touch 3 to enter voice search screen

5 **Favorite tray applications**

- Enter the application.
- Long press to view App info.

Reversible screen

The phone supports the reversible function. From the Home screen, swipe up and then touch **Settings > Display > Auto-rotate screen** to enable the function.

1.3.1 Using the touchscreen

Touch

To access an application, touch it with your finger.

Long press

To enter the available options for an item, long press the item. For example, select a contact in Contacts, long press this contact, an option list will appear.

Drag

Long press an item and drag it to another location.

Slide/Swipe

Slide the screen to scroll up and down the applications, images, and web pages. You can slide the screen horizontally too.

Flick

Similar to swiping, flicking is a lighter and quicker stroke.

Pinch/Spread

Place two fingers on the screen surface and draw them apart or together to scale an element on the screen.

The phone also supports one finger zooming in **Camera** and **Photos**. Double touch the screen to zoom in/out.

Rotate

Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better screen view.

1.3.2 Status bar

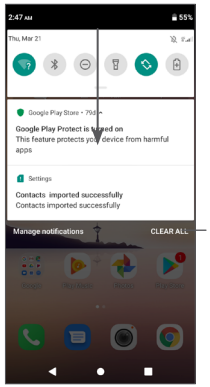
From the Status bar, you can view both phone status (on the right side) and notification information (on the left side).

Drag down the status bar to view notifications and drag again to enter the Quick settings panel.

Touch and drag up to close it. When there are notifications, you can touch them to access notifications.

Notification panel

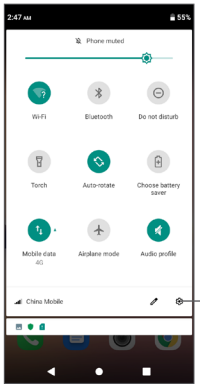
When there are notifications, touch and drag down the Status bar to open the Notification panel to read more detailed information.



Clear all notifications (ongoing notifications will remain)

Quick Settings panel

Touch and drag down the notification panel to open the Quick Settings panel. You can enable or disable functions or change modes by touching the icons.



Open **Settings**, to view the full list of settings.

1.3.3 Locking and unlocking your screen

To protect your phone and privacy, you can lock the phone with a pattern, PIN, or password, etc.

To create a screen unlock pattern

- From the Home screen, swipe up and then touch **Settings > Security & location > Screen lock**.
- Set your own pattern.

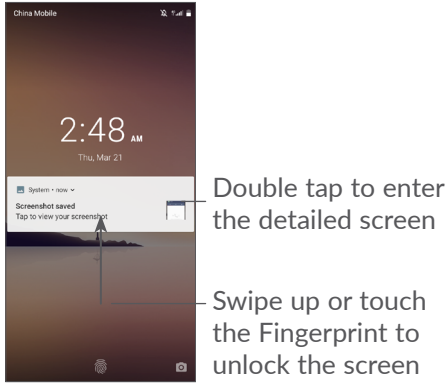
To lock phone screen

Press the **Power** key once to lock the screen.

To unlock the phone screen

Press the **Power** key once to light up the screen, slide to draw the unlock pattern you have created or enter your PIN, or password, etc.

If you have chosen **Swipe** as the screen lock, you can press the **Power** key to light up the screen, then swipe up to unlock the screen.


China Mobile
2:48 AM
Thu, Mar 21
System • now
Screenshot saved
Tap to view your screenshot
Double tap to enter the detailed screen
Swipe up or touch the Fingerprint to unlock the screen

1.3.4 Personalizing your Home screen

Add

You can long press a folder, an application or a widget and drag the item to your preferred Home screen.

Reposition

Long press an item and drag it to the desired position and then release. You can move items both on the Home screen and the Favorite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

Remove

Long press an item and drag it up to the top of the **Remove** icon, then release.

Create folders

To improve the organization of shortcuts or applications on the Home screen and the Favorite tray, you can add them to a folder by stacking one item on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

Wallpaper customisation

Long press an empty area on the Home screen, then touch **Wallpapers** to customize wallpaper.

1.3.5 Widgets and recently used applications

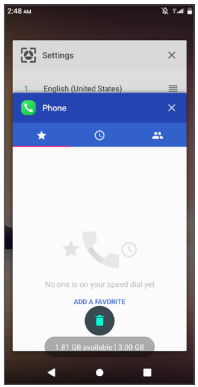
Consult widgets

Long press the empty area on the Home screen, then touch **Widgets** to display all widgets.

Touch the selected widget and slide it to move to your preferred screen.

Consult recently used applications

To consult recently used applications, touch the **Recent Apps** button. Touch a thumbnail in the window to open the application.



Touch one thumbnail and slide it left or touch **X** to close an application.

Touch at the bottom of the screen to close all the running applications.

1.3.6 Volume adjustment

Using the volume key

Press the **Volume** key to adjust the volume. To activate the vibrate mode, press the **Volume down** key until the phone vibrates.

Using the settings menu

From the Home screen, swipe up to open the App drawer, then touch **Settings > Audio profiles > Volumes >** to set the volume for media, ringtones, alarms, Notification, etc.

2 Text input.....

2.1 Using the onscreen keyboard

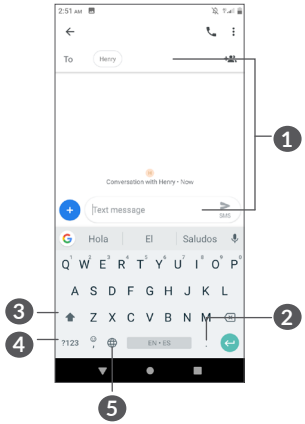
Onscreen keyboard settings

Go to **Settings > System > Languages & input > Virtual keyboard,** touch the keyboard you want to set up and a series of settings will become available.

Adjust the onscreen keyboard orientation

Turn the phone sideways or upright to adjust the onscreen keyboard orientation. You can adjust it by changing the settings (Touch **Settings > Display > Auto-rotate screen**).

2.1.1 Gboard



1. Enter text or numbers.
2. Press to select symbols.
3. Switch between "abc/ABC" mode; Long press to switch to "abc/ABC" mode.
4. Switch to symbol and numeric keyboard.
5. Press to show input options.

2.2 Text editing

You can edit the texts you entered.

- Long press or double tap within the texts you want to edit.
- Drag the tabs to change the selected texts.
- The following options will show: **CUT**, **COPY**, **SHARE** and **SELECT ALL.**

You can also insert new texts if preferred

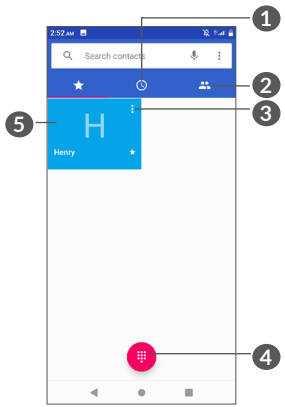
- Touch where you want to type, or long press a blank space, the cursor will blink and the tab will show. Drag the tab to move the cursor.
- If you have cut or copied any text, touch the tab to show **PASTE** which allows you to paste any text you have previously copied.

3 Call, Call log and Contacts...

3.1 Call .....

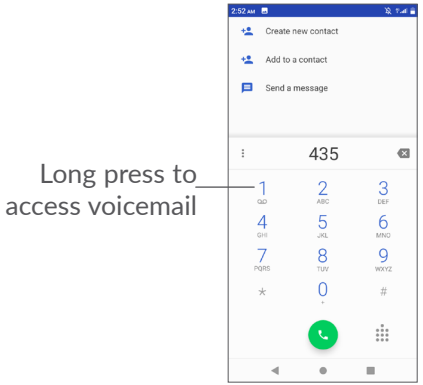
3.1.1 Making a call

To make a call, touch in the Favorites tray.



1. Call log
2. Contacts
3. View the contact's detailed information. You can also edit, delete, share the contact, or send a message to the contact.
4. Show the dial pad

5 Call the previewed number.



Enter the desired number from the dial pad and touch to place the call or select a contact from **CONTACTS** or **CALL LOG** by sliding or touching tabs, then touch to make the call.

The number you entered can be saved to **Contacts** by touching the **Create new contact** icon or the **Add to a contact** icon .

If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch .

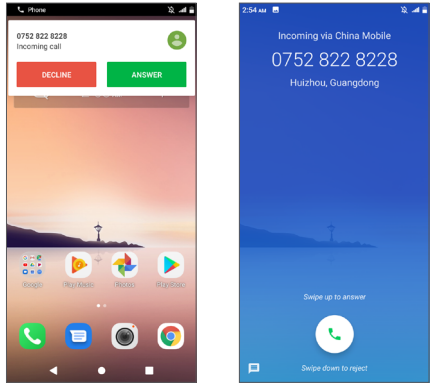
International call

To dial an international call, long press 0 to enter "+", then enter the international country prefix followed by the full phone number and touch .

Emergency call

If your phone has network coverage, dial the emergency number and touch to make an emergency call. This works even without a SIM card and without typing the PIN code.

3.1.2 Answering or rejecting a call



When you receive a call, a call window will be presented on top of the screen. Touch **DECLINE** to dismiss a call or **ANSWER** to answer a call. Touch the call window to open the Phone call screen.

On the Phone call screen:

- Touch or swipe up to answer the call;
- Swipe down to reject the call;
- Touch to reject the call by sending a preset message.

3.1.3 Calling your voicemail

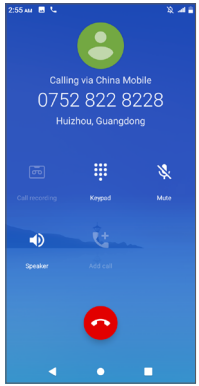
Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time.

To access your voicemail, long press 1.

If you receive a voicemail, appears on the Status bar. Open the Notification panel and touch **New voicemail**.

3.1.4 During a call

To adjust the volume during a call, press the **Volume** key.



End the current call.

Touch once to activate the speaker during the current call. Touch this icon again to deactivate the speaker.

Touch once to mute the current call. Touch this icon again to unmute the call.

Display the dial pad.

Touch to activate call recording during the current call.

Touch to add another call.

To avoid accidental operation of the touchscreen during a call, the screen will be locked automatically when you put the phone close to your ear; and it will be unlocked when the phone is taken away from your ear.

3.1.5 Managing multiple calls

With this phone you can handle multiple calls at the same time.

Swap calls

When you accept two calls, touch the contact name or number to switch between two lines. The current call will be put on hold and you are able to join the other call.

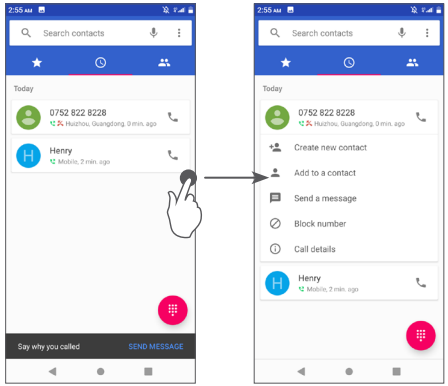
3.1.6 Call settings

Touch ⋮ from the **Call** screen, then touch **Settings** to set phone and contacts.

3.2 Call log

You can access your call log by touching 🕘 from the **Call** screen to view missed calls, outgoing calls and incoming calls.

Touch to view information or further operations, you can launch a new call, send a message to the contact or number, or view detailed information of the call.



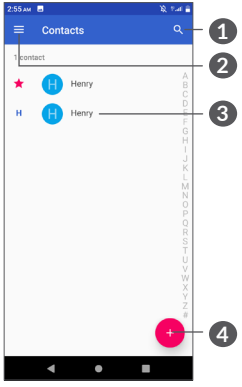
3.3 Contacts.....

Contacts enables quick and easy access to the contact you want to reach.

You can view and create contacts on your phone and synchronize them with your Gmail contacts or other applications on the web or on your phone.

3.3.1 Consult your Contacts

To access to your contacts, swipe up from the Home screen and touch .



1. Touch to search contacts
2. Display the contacts list option menu

3. Open the Quick contact panel

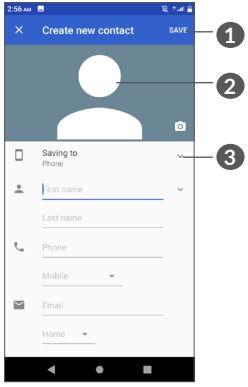
   Long press to select contact(s) to delete or share
4. Add new contact

Deleted contacts will also be removed from other applications on the phone or web the next time you synchronize your phone.

3.3.2 Adding a contact

Touch in the contact list to create a new contact.

You are required to enter the contact's name and other contact information. By scrolling up and down the screen, you can move from one field to another.



1. When finished, touch **SAVE** to save

2 Select a picture or take a photo for the contact

3 Touch to open available labels

Add to/Remove from Favorites [1]

To add a contact to favorites, you can touch a contact to view details then touch ☆ to add the contact to favorites.

To remove a contact from favorites, touch the star ★ on the contact details screen.

3.3.3 Editing your contacts

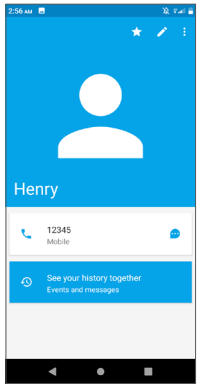
To edit contact information, touch ✎ in the contact details screen.

When finished, touch **SAVE** to save.

3.3.4 Use Quick contact for Android

Touch a contact to open Quick contact for Android. You can then touch ✆ or the number to make a call. To send a message, touch 💬.

[1] Only phone contacts and account contacts can be added to Favorites.



The icons available on the Quick contact panel depend on the information you have for the contact and the applications and accounts on your phone.

3.3.5 Importing, exporting and sharing contacts

This phone enables you to import or export contacts between your phone, SIM card and phone storage.

From the Contacts screen, touch ☰ to open the options menu. Touch **Settings > Import/Export contacts**, then select to import/export contacts from/to your accounts, SIM card, Phone, internal storage, micro SD card, etc.

You can share a single contact or contacts with others by sending the contact's vCard to them via Bluetooth, Gmail, etc.

Touch the contact you want to share, touch ⋮ and **Share** from the contact details screen. Select the number you want to share, and then select the application to perform this action.

3.3.6 Displaying contacts

You can configure which list of contacts, for each account, you want to display in the Contacts list. Touch ☰ and touch **Setting > Contacts to display** from contacts list screen, then you can choose which contacts to display.

Touch ☰ and then **Settings > Sort by** to sort the list by touching **First name** or **Surname**, as well as viewing contact names by touching **First name first** or **Surname first**.

3.3.7 Merging/Separating contacts

To avoid duplication, you can add any new contact information to existing contacts in a single action.

Touch the contact which you want to add information to, touch ✎ to enter the edit contact screen, touch ⋮ again and touch **Link**.

At this time, you are required to select the contact whose information you want to merge with the first contact. The information from the second contact is added to the first one, and the second contact will no longer be displayed in the Contacts list.

To separate contact information, touch the contact whose information you want to separate, touch ✎ to enter the edit contact screen, then touch ⋮ again and touch **View linked contacts**, Touch **SEPARATE** to confirm.

3.3.8 Synchronizing contacts in multiple accounts

Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.

To add an account, touch ⋮ from the contacts list and touch **Settings > Accounts**, or from the Home screen, swipe up and then touch **Settings > Accounts > Add account**.

You are required to select the kind of account you are adding, like Google, Exchange, etc.

As with other account setups, you need to enter detailed information, like username, password, etc.

You can remove an account and all associated information from the phone. Touch the account you want to delete > Touch ⋮ > Select **Remove account** > Confirm.

Auto-sync

On the **Accounts** screen, touch **Automatically sync data**, when activated, all changes to information on the phone or online will be automatically synchronized with each other.

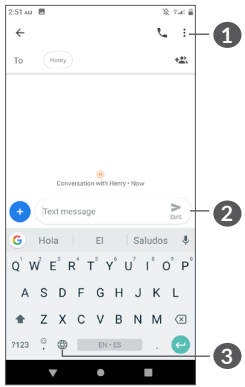
4 Messaging

4.1 Write a new message

You can create, edit and receive SMS and MMS with this phone.

To access Messaging, touch .

On the message list screen, touch Start chat to write text/ multimedia messages.



1. More options
2. Send the text message
3. Insert emojis

Sending a text message

To add recipients, enter the name or phone number of the recipient in the **To** bar. Touch the **Type message** bar to enter the text of the message. When finished, touch SMS to send the text message.

Specific letters (accented) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

Sending a multimedia message

MMS enables you to send video clips, images, photos, animations and sounds to other compatible mobiles and email addresses.

An SMS will be converted to MMS automatically when media files (image, video, audio, etc.) are attached or subject or email addresses are added.

To send a multimedia message, enter the recipient's phone number in the **To** bar. Touch the **Type message** bar to enter the text of the message.

Touch + to attach a picture, video, audio, etc.

When finished, touch MMS to send the multimedia message.

4.2 Manage messages

When receiving a message, will appear on the Status bar as a notification. Drag down the Status bar to open the Notification panel. Touch the new message to open and read it. You can also access the Messaging application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:

- Touch to call the number;

To adjust message settings, touch and select **Settings** on the message list screen.

5 Calendar, Clock, and Calculator

5.1 Calendar

You can use **Calendar** to keep track of important meetings, appointments, etc.

To view the calendar and create events, Swipe up from the Home screen, then touch **Calendar**.

5.1.1 Multimode view

You can display the Calendar by **Schedule, Day, 3day, Week,** or **Month,** touch ≡ to select.

5.1.2 To create new events

You can add new events from any Calendar view.

- Touch +.
- Fill in all required information for this new event. If it is a whole-day event, you can select **All-day**.
- Invite guests to the event. Enter the email addresses of the guests you want to invite with commas to separate. The guests will receive an invitation from Calendar and Email.

- When finished, touch **Save** from the top of the screen.

To quickly create an event from the Week view screens, touch an empty spot to select a target area which will then turn +, then touch the icon to create the new event.

5.1.3 To delete or edit an event

To delete or edit an event, touch the event to enter its details screen. Touch ✎ to edit the event, or touch ⋮ and then touch **Delete** to delete.

5.1.4 Event reminder

If a reminder is set for an event, the upcoming event icon 31 will appear on the Status bar as a notification when the reminder time arrives.

Touch and drag down the Status bar to open the Notification panel and touch an event name to view the Calendar notification list.

Touch the **Back** button to keep the reminders pending in the Status bar and the Notification panel.

5.2 Clock

Your mobile phone has a built-in clock.

To view the current time, swipe up from the Home screen, then touch **Clock**.

5.2.1 World clock

To view the world clock, touch on the Time screen.

Touch to add a time zone.

5.2.2 Alarm

From the Time screen, touch to enter the **Alarm** screen.

Turn on to enable the alarm.

Touch to add a new alarm:

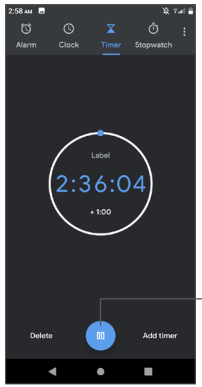
Touch a currently existing alarm to enter the alarm editing screen.

Touch to delete the selected alarm.

5.2.3 Countdown

From the Time screen, touch to enter the **Timer** screen.

- Enter the time. The time should be typed in second, minute and hour number sequence.
- Touch to start the countdown.



5.2.4 Stopwatch

From the Time screen, touch to enter the **Stopwatch** screen.

- Touch to start the Stopwatch.
- Touch **Lap** to show a list of records according to the updated time.
- Touch to halt the total and lap times. These will only restart after is touched.
- Touch **Reset** to delete the record.
- Touch **Share** to share.

5.2.5 Adjust Clock settings

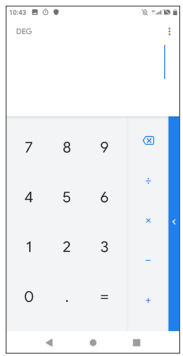
Touch and then touch **Settings** to access **Clock** and **Alarms** settings.

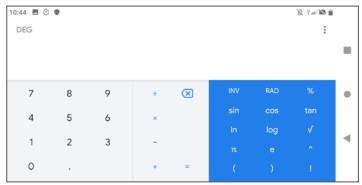
5.3 Calculator

There are two panels available: Basic panel and Advanced panel.

To switch between panels, select one of the following two ways:

- Swipe the basic calculation screen to the left to open the scientific calculation.
- Turn the phone to the landscape orientation from the basic panel to open the scientific calculation. This option is only available if **Settings > Display > Auto-rotate screen** is on.





Touch to delete digits one by one, or long press to delete all at once.

6 Getting connected.....

To connect to the internet with this phone, you can use GPRS/EDGE/3G/4G networks or Wi-Fi, whichever is most convenient.

6.1 Connecting to the internet

6.1.1 GPRS/EDGE/3G/4G

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service: 4G/3G/2G auto.

If the network is not connected, you can turn on cellular data in **Settings > Network & Internet > Data usage.**

To check the network connection you are using, touch **Settings > Network & Internet > Mobile network > Access Point Names** or **Network**.

To create a new access point

A new GPRS/EDGE/3G/4G network connection can be added to your phone with the following steps:

- Touch **Settings > Network & Internet > Mobile network > Access Point Names**.
- Touch + and enter the required APN information.

- When finished, touch ⋮ and then **Save**.

To enable data roaming

- Touch **Settings > Network & Internet > Mobile network > Roaming**.
- When data roaming is disabled, you can still perform data exchange with a Wi-Fi connection (refer to **"6.1.2 Wi-Fi"**).

To set preferred network mode

- Touch **Settings > Network & Internet > Mobile network > Preferred network type**.

6.1.2 Wi-Fi

You can connect to the internet when your phone is within range of a wireless network. Wi-Fi can be used on your phone even without a SIM card inserted.

To turn Wi-Fi on and connect to a wireless network

- Touch **Settings > Network & Internet > Wi-Fi**.
- Turn on .
- Once Wi-Fi is turned on, detected Wi-Fi networks are listed.

- Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (you may contact the network carrier for details). When finished, touch **CONNECT**.

To enable notification when a new network is detected

When Wi-Fi is on and the network notification is activated, the Wi-Fi icon will appear on the Status bar whenever the phone detects an available wireless network within range. The following steps activate the notification function when Wi-Fi is on:

- Touch **Settings > Network & Internet > Wi-Fi > Wi-Fi perferences**.
- Turn on **Open network notification** .

To add a Wi-Fi network

When Wi-Fi is on, you may add new Wi-Fi networks according to your preference.

- Touch **Settings > Network & Internet > Wi-Fi**.
- Touch **Add network**.
- Enter the name of the network and any required network information.
- Touch **SAVE**.

To forget a Wi-Fi network

The following steps prevent automatic connections to networks which you no longer wish to use.

- Turn on Wi-Fi, if it's not already on.
- On the Wi-Fi screen, touch the name of the saved network.
- Touch **FORGET** in the dialog that opens.

6.2 Connecting to a Bluetooth device [1]

Bluetooth is a short-range wireless communication technology that you can use to exchange data, or connect to other Bluetooth devices for various uses.

To turn on Bluetooth

- Touch **Settings > Connected devices > Connection preferences > Bluetooth**.
- Turn on **Bluetooth** .

Your device name and other available devices will appear on screen.

[1] You are recommended to use alcatel Bluetooth headsets, which have been tested and proved compatible with your phone. You can go to **www.alcatelmobile.com** for more information about the alcatel Bluetooth headset.

To rename your device

- Touch **Settings > Connected devices > Connection preferences > Bluetooth**.
- Touch **Device name**.
- Enter a name, and touch **RENAME** to confirm.

To pair/connect your phone with a Bluetooth device

To exchange data with another device, you need to turn Bluetooth on and pair your phone with the Bluetooth device with which you want to exchange data.

- Touch **Settings > Connected devices > Connection preferences > Bluetooth**.
- Touch **+ Pair new device**.
- Touch a Bluetooth device you want to pair your phone with in the list.
- If the pairing is successful, your phone will be connected to the device.

To disconnect/unpair from a Bluetooth device

- Touch ⚙ beside the device you want to unpair.
- Touch **FORGET** to confirm.

6.3 Connecting to a computer via USB

With a USB cable, you can transfer media files and other files between your phone and a computer.

To connect your phone to the computer

Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.

Touch **Settings > Connected devices > USB** and touch **Charge only**, then, in the next dialogue, choose the way in which you want to transfer files. By default, **Charge this device** is selected.

Before using MTP, make sure that the driver (Windows Media Player 11 or higher version) has been installed.

6.4 Sharing your phone's cellular data connection

You can share your phone's cellular data connection with a single computer via a USB cable (USB tethering) or with up to four devices at once via Bluetooth (Bluetooth tethering) or Wi-Fi (mobile hotspot).

The functions below may incur additional network charges from your network carrier. Extra fees may also be charged in roaming areas.

To share your phone's data connection via USB and Bluetooth, or **as a Wi-Fi hotspot**

Go to **Settings > Network & Internet > Hotspot & tethering** to activate these functions.

To rename or secure your mobile hotspot

When mobile hotspot is activated, you can rename your phone's Wi-Fi network (SSID) and secure its Wi-Fi network.

- Touch **Settings > Network & Internet > Hotspot & tethering > Wi-Fi hotspot.**
- Touch **Hotspot name** to rename the network SSID or set your network security.
- Touch **OK**.

6.5 Connecting to virtual private networks

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network from outside that network. VPNs are commonly deployed by corporations, schools, and other institutions so that their users can access local network resources when not inside that network, or when connected to a wireless network.

To add a VPN

- Touch **Settings > Network & Internet > VPN** and then touch +.
- On the screen that opens, follow your network administrator's instructions to configure each component of the VPN settings.
- Touch **SAVE**.

The VPN is added to the list on the VPN settings screen.

Before adding a VPN, you should set a screen lock for your phone.

To connect/disconnect to/from VPN

To connect to a VPN:

- Touch **Settings > Network & Internet > VPN**.
- The VPNs you have added are listed. Touch the VPN you want to connect with.
- In the dialog that opens, enter any requested credentials and touch **CONNECT**.

To disconnect from a VPN:

- Touch the VPN you want to disconnect from. In the dialog that opens, touch **DISCONNECT**.

To edit/delete a VPN

To edit a VPN:

- Touch **Settings > Network & Internet > VPN**.
- The VPNs you have added are listed. Touch the ⚙ icon next to the VPN you want to edit.
- After editing, touch **SAVE**.

To delete a VPN:

- Touch the ⚙ icon next to the selected VPN, then touch **FORGET** to delete it.

7 Multimedia applications.....

7.1 Camera.....

Your mobile phone is fitted with a camera for taking photos and videos.

Before using the camera, make sure that you remove the protective lens cover to avoid it affecting your picture quality.

To take a photo or video, swipe up from the Home screen and then touch **Camera**.

1. Switch between front/back camera
2. **Flash mode**

   Touch to turn on/off the camera flash.
3. Pinch/spread two fingers together/apart to zoom out/in
4. View the photos or videos you have taken
5. Take a photo

To take a photo

The screen acts as the viewfinder. First, position the object or landscape in the viewfinder and touch to capture. The photo will be automatically saved.

To take a video

Touch the right part of this icon to change the camera mode to video, then touch the left part of this icon to start video recording. You can also touch the left part of this icon to take a picture during video recording.

Touch to pause video recording and touch to continue. Touch to stop recording. The video will be automatically saved.

Further operations when viewing a picture/video you have taken

- Slide left or right to view the photos or videos you have taken.
- Touch , then Gmail/Bluetooth/MMS/etc. to share the photo or video.
- Touch to return to **Camera**.

7.1.1 Modes and settings

Slide it right or left from the screen to switch between modes.

- *Auto*

  Auto is the default mode for Camera.
- *Manual*
- *Burst*
- *Panorama*

  Touch to turn on panorama function. Touch the shutter button to start taking panoramic photo and move the phone steadily along the direction indicated by the onscreen line. Once the slots are filled, the photo will be automatically saved. If the slots are not fully filled, touch the shutter button again to save the photo.
- *Filter*

  Touch to preview the viewfinder with live filter applied. Touch any filter to apply filter and return to the previous screen.
- *Qr code*
- *Night-Shot*

Settings

- *Camera sound*

  Turn on to enable the sound of camera while taking photos.
- *Save location*

  Turn on to tag photos and videos with your location. This option is available when the GPS location service is enabled.

7.2 Photos .....

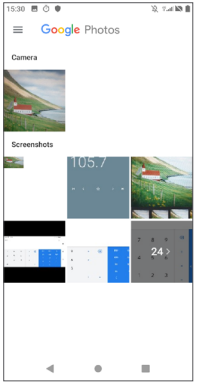
Photos acts as a media player for you to view photos and play videos. In addition, a set of further operations to pictures and videos are available for your choice.

To view the photos you have taken, swipe up from the Home screen, then touch **Photos > Camera**.

Select photos for further operation.

To view a picture/play a video

Pictures and videos are displayed by types in the **Photos**.



Working with pictures

You can work with pictures by rotating or cropping them, sharing them with friends, setting them as a contact photo or wallpaper, etc.

Find the picture you want to work on, and touch the picture in the full-screen picture view. Touch to share the picture, or to edit the picture. Touch to delete this picture and touch to select **Use as** to set the picture as Contact photo or Wallpaper.

Touch in the full-screen picture view to edit a picture through **Editor (Default)** or other editors.

Set effects such as **West, Palma, Metro, Eiffel,** etc.

Crop, Straighten or Rotate the picture.

Adjust the picture color.

Batch operation

The Photos provides a multi-select function, so that you can work with pictures/videos in batches.

On **Camera** screen in the **Google Photos**, touch ⋮ and touch **Select items** to activate batch operation mode (you can also long press one picture), then touch videos/pictures you want to work with. Touch 🗑 to delete selected files. Touch ⋖ to share selected files.

8 Others

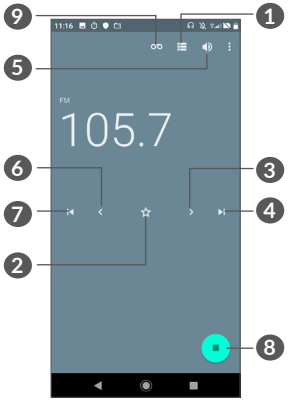
8.1 FM Radio

Your phone is equipped with a radio [1] with RDS [2] functionality. You can use the application as a traditional radio with saved channels or with visual information related to the radio program displayed if you turn to stations that offer Visual Radio service.

To listen to a radio program, swipe up from the Home screen, then touch **FM Radio**.

[1] The quality of the radio depends on the coverage of the radio station in that particular area.

[2] Depending on your network carrier and market.



1. Touch to open and view the saved channels list.
2. Touch to add the current station to favorites.
3. Touch to increase 0.1MHz. Long press to search and go to the nearest higher frequency channel.
4. Touch to go to next saved channel.
5. Touch to enable/disable the loudspeaker.
6. Touch to decrease 0.1MHz. Long press to search and go to the nearest lower frequency channel.
7. Touch to go to previous saved channel.
8. Touch to play/stop.
9. Touch to record audio

To listen to the radio you must insert headphones. Headphones act as radio antenna.

Available options:

- *Save channels*

  Touch ☆ to add the current station to favorites. It will displayed if the current channel has been saved.

- *Scan channels*

  Touch ☰ to enter into Radio Stations, then touch ⋮ and select Refresh to search for all available channels at your local area.

- *Enter frequency*

  Enter the frequency manually to turn to the channel.

8.2 Support Center.....

Support Center helps you to learn more about Hot FAQs, operation instructions, troubleshooting, etc. You can also feedback your comments to us through it.

8.3 Other applications [1]

The previous applications in this section are preinstalled on your phone. To read a brief introduction of the preinstalled 3rd party applications, refer to the leaflet provided with the phone. To download and install more 3rd party applications, use the Google Play Store application.

[1] Application availability depends on country and carrier.

9 Google applications.....

Google apps are preinstalled on your phone to improve work efficiency and help you enjoy life.

This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

You are recommended to register with a Google account to enjoy all the functions.

9.1 Chrome

A web browser with which you can surf the internet.

Your bookmarks, browsing history, and settings across all devices with the browser installed can be synchronized with your Google account.

9.2 Gmail

As Google's web-based email service, Gmail is configured when you first set up your phone. With this application, you can send and receive emails, manage emails by labels, archive emails, etc. Emails can be automatically synchronized with your Gmail account.

9.3 Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for traveling by foot, car, or public transportation. By using this application, you can get your own location, search for a place, and get suggested route planning for your trips.

9.4 YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the internet.

9.5 Play Store

Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or at a cost.

In Play Store, search for the app you need, download it and then follow the installation guide to install the app. You can also uninstall, update an app, and manage your downloads.

9.6 Play Music

A music streaming service and online music locker operated by Google.

You can upload and listen to a large number of songs for free. In addition to offering music streaming for internet-connected devices, the Google Play Music app allows music to be stored and listened to offline. Songs purchased through Play Music are automatically added to the user's account.

9.7 Drive

A file storage and synchronization service created by Google, which allows users to store files in the cloud, share and edit files.

Files in Drive are kept secure and can be accessed from any device by logging in to your Google account. Files or folders can be shared privately with other Google account users.

9.8 Duo

A video chat mobile app.

With phone numbers verified, users can easily video call people from their contact list.

10 Settings

To go to Settings, swipe up from the Home screen, then touch **Settings**.

10.1 Network & Internet

10.1.1 Wi-Fi

Using Wi-Fi, you can access the internet without using your SIM card whenever you are in range of a wireless network. The only thing you have to do is to enter the **Wi-Fi** screen and configure an access point to connect your phone to the wireless network.

For detailed instructions on using Wi-Fi, refer to **"6.1.2 Wi-Fi"**.

10.1.2 Mobile network

You can set **Roaming, Preferred network type, Access Point Names,** and **Network** in this menu.

10.1.3 Hotspot & tethering

This function allows you to share your phone's cellular data connection via USB or as a portable Wi-Fi access point (refer to **"6.4 Sharing your phone's mobile data connection"**).

10.1.4 SIM cards

Touch to choose SIM 1 or SIM 2 for connecting to the network, making calls and sending SMS messages.

10.1.5 VPN

For more information on VPN, refer to **"6.5 Connecting to virtual private networks"**.

10.1.6 Airplane mode

Turn on **Airplane mode** to simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

10.1.7 Data usage

Data saver

By enabling Data saver, you can reduce data usage by preventing some apps from sending or receiving data in the background.

Mobile data

If you do not need to transmit data on cellular networks, turn off **Mobile data** to avoid incurring significant charges for data use on local carrier cellular networks, particularly if you do not have a cellular data agreement.

Data usage is measured by your phone, and your carrier may count differently.

10.2 Display

In this menu, you can adjust your screen brightness, wallpaper, sleep time, font size, etc.

To rotate screen contents when device is rotated, touch **Auto-rotate screen**.

10.3 Security & location

Touch to set device security such as **Screen lock, Lock screen preferences, Face lock, Encryption & credentials, SIM card lock,** and **Device admin apps, etc.**

10.3.1 Screen lock

Touch to set your screen unlock method. For example, you can unlock your phone by sliding the screen, entering a password, or drawing a pattern, etc.

10.3.2 Fingerprint

Touch the fingerprint sensor to unlock your phone, visit private content, or sign in to apps.

10.3.3 Face Lock

Touch to set face key to unlock your device.

10.4 Battery

Touch any category in the battery management screen to view its power consumption.

10.5 Bluetooth

Bluetooth allows your phone to exchange data (videos, images, music, etc.) within a small range with another Bluetooth supported device (phone, computer, printer, headset, car kit, etc.).

For more information on Bluetooth, refer to **"6.1 Connecting to the internet"**.

10.6 Storage

Use these settings to monitor the total and available space on your phone and microSD card.

10.7 Apps & notifications

Touch to view details about the applications installed on your phone, to manage their data usage or force them to stop.

In the **Notifications** menu, you can configure whether to block the notifications from this app, hide sensitive content, etc.

In the **App Permissions** menu of an application, you can grant permissions for the app, such as allowing the app to access your **Camera, Contacts, Location,** etc.

10.8 Audio profiles

Touch to adjust call and notification ringtones, music, and other audio settings.

10.9 Accounts

Touch to add, remove, and manage your email and other supported accounts. You can also use these settings to control how and whether all applications send, receive, and synchronize data on their own schedules, and whether all applications can synchronize user data automatically.

Touch **Add account** to add an account for the selected app.

10.10 Google

Touch to configure your Google account and services settings.

10.11 Accessibility

Use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.

10.12 Scheduled power on/off

Turn on the switches to enable scheduled power on/off, and preset your power on/off time and repeat mode.

10.13 System

10.13.1 Language & input

Touch to configure language settings, the on-screen keyboard, voice input settings, pointer speed, etc.

10.13.2 Date & time

Use Date & time settings to customize your preferences for how date and time are displayed.

10.13.3 Backup

Turn on to back up your phone's settings and other application data to Google servers. If you replace your phone, the settings and data you've backed up will be restored onto the new phone when you sign in with your Google account. If you mark this option, a wide variety of settings and data are backed up, including your Wi-Fi passwords, bookmarks, a list of the applications you've installed, the words you've added to the dictionary used by the onscreen keyboard, and most of the settings that you configure in the Settings application. If you unmark this option, you stop backing up your settings, and any existing backups are deleted from Google servers.

10.13.4 Developer options

To enable this function, go to **Settings > System > About phone**, then touch **Build number** 7 times. Now **Developer options** is available. The developer options screen contains settings that are useful for developing Android applications.

10.13.5 Reset options

Touch to reset Wi-Fi, mobile & Bluetooth, Reset app preferences , or Erase all data.

10.13.6 Regulatory & safety

Touch to view product information.

10.13.7 About phone

This contains information such as Updates, Status, Legal information, Model, Kernel version, Build number, User Manual, etc.

11 Making the most of your phone .....

11.1 FOTA Upgrade

Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access **System update**, swipe up on the Home screen and select **Settings > System > System update**.

If you want to update the system, touch **CHECK FOR UPDATES NOW** and when that's finished, your phone will have the latest version of the software. Turn on data connection or Wi-Fi before searching for updates. Settings for auto-check frequency are also available once you restart the phone. If you have chosen auto-check, when the system discovers the new version, a dialog will pop up where you can choose to download the update or ignore. A notification will also appear in the Status bar.

During FOTA downloading or updating, to avoid errors in locating the correct update packages, do not change your default storage location.

12 Accessories .....

Standard accessories

1. Charger
2. Quick Start Guide
3. Product safety information leaflet
4. LCD sticker
5. Battery

- Accessories depend on countries.
- Only use the alcatel batteries, chargers, and accessories included along with your device.

13 Warranty .....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months [1] from the date of purchase as shown on your original invoice.

Batteries [2] and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months [1] from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

[1] The warranty period may vary depending on your country.

[2] The life of a rechargeable phone battery in terms of conversation time, standby time and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;
- Connection to any equipment not supplied or not recommended by TCL Communication Ltd.;
- Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor;
- Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.;
- Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

14 Troubleshooting.....

Before contacting the service center, here are some instructions to help you troubleshoot your device:

- For optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- Update your phone's software via the **Updates** application. Or you can touch **Settings > System > System update**. to update software.
- Reset your phone via **Erase all data (factory reset)**. Touch **Settings > System > Reset options > Erase all data (factory reset)**. Another method is to hold down the **Power** key and the **Volume up** key at the same time when your phone is powered off. All your phone data will be lost permanently. It is strongly advised to fully back up your phone data before resetting.

and carry out the following checks:

My phone can't be switched on or is frozen

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed. Then switch it on again.

- When the phone falls into a loop during power on animation and the user interface can't be accessed, press and hold the **Power** key to reset. This eliminates any abnormal OS booting issues caused by third party applications.
- If neither method is effective, reset the phone by pressing the Power key and the Volume up key at the same time, selecting a language, and then selecting **Wipe data/Factory reset**. Press the **Volume** key to select, and press the **Power** key to confirm each selection.

My phone has not responded for several minutes

- If your phone doesn’t respond, turn off your phone by pressing and holding the **Power** key until it turns off and then restart it again.
- If your phone has a removable battery, remove the battery and reinsert it, then restart the phone.
- If it still doesn't work, reset the phone.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure that the **Power** key is not accidentally pressed while the screen is unlocked.
- Check the battery charge level.
- If it still doesn't work, reset the phone or update software.

My phone can't charge properly

- Make sure that you are using the **Alcatel** charger that comes with the phone.
- If your phone has a removable battery, make sure that your battery is inserted properly and clean the battery contact if it’s dirty. It must be inserted before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 40°C (104°F)).
- When abroad, check that the voltage input is compatible.

My phone can't connect to a network or "No service" is displayed

- Try connecting to the network by moving to another physical location.
- Verify the network coverage with your carrier.
- Check with your carrier that your SIM card is valid.
- Try connecting at a later time if the network is overloaded.

My phone can't connect to the internet

- Make sure that the internet access service of your SIM card is available.
- Check your phone's internet connection settings.
- Make sure that you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted.
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card is available.

My phone can't make outgoing calls

- Make sure that you have dialled a valid number and have touched **Call**.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your carrier (credit, SIM card valid, etc.).
- Make sure that you have not barred outgoing calls.

- Make sure that your phone is not in airplane mode.

My phone can't receive incoming calls

- Make sure that your phone is switched on and connected to a network (check for overloaded or unavailable network).
- Check your subscription status with your carrier (credit, SIM card valid, etc.).
- Make sure that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

The caller's name/number doesn't appear when a call is received

- Check that you have subscribed to this service with your carrier.
- Your caller may have concealed his name or number.

I can't find my contacts

- Make sure that your SIM card is not broken.
- Make sure that your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

The sound quality of the calls is poor

- Adjust the volume during a call by pressing the **Volume** key.

- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector and speaker on your phone are clean.

I can't use the features described in the manual

- Check with your carrier to make sure that your subscription includes this service.
- Make sure that this feature doesn't require an **Alcatel** accessory.

When I select a number from my contacts, the number can't be dialled

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country code when calling an international number.

I can't add a contact

- Make sure that your SIM card contacts are not full; delete some files or save the files to the phone.

My callers can't leave messages on my voicemail

- Contact your network carrier to check service availability.

I can't access my voicemail

- Make sure that your carrier's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your phone storage as it might be full.
- Contact your network carrier to check service availability and MMS parameters.
- Verify the server center number or your MMS profile with your carrier.
- The server center may be swamped. Try again later.

SIM card PIN locked

- Contact your network carrier to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Check to make sure the USB port is not broken. If it's not working, try another USB port on your computer.
- Make sure USB drivers are properly installed.
- If you are using a Windows computer, make sure it supports MTP mode. If you are using a Mac, make sure to install Android File Transfer from www.android.com/filetransfer/.

I can't download new files

- Make sure that there is sufficient phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your carrier.

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time (minimum 150 minutes).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Turn off Bluetooth, Wi-Fi, or GPS when not in use.

The phone becomes warm following prolonged calls, game playing, internet surfing or running other complex applications

- This heating is a normal consequence of the CPU handling excessive data. Ending the above actions will make your phone return to normal temperature.

After a factory data reset is performed, I can't use my phone without entering Google account credentials

- After a reset is performed, you must enter the original Google account credentials that were used on this phone.
- If you don't remember your Google account credentials, complete Google account recovery procedures.
- If you still cannot access your phone, apply to the authorized repair center, but remember that it will not be regarded as warranty case.

I forget some passwords/codes/keys on phone

- Perform a factory data reset.
- If you still cannot access your phone, apply to the authorized repair center, but remember that it will not be regarded as a warranty case.

15 Specifications

Processor :

SC9863A

Platform :

Android P

Memory :

32GB ROM + 3GB RAM

Dimensions (LxWxT) :

147.8 x 70.7 x 8.6mm

Weight :

146g

Display :

5.5 inch touchscreen with HD+ 18:9 (720x1440)

Network :

GSM: 850/900/1800/1900

UMTS: B1/2/4/5/8 (2100/1900/1700/850/900)

LTE 1/2/3/4/5/7/8/13/28/66

(Band frequency and data speed are carrier dependent.)

GPS :

A-GPS

Connectivity :

- Bluetooth BT4.2
- Wi-Fi 802.11b/g/n (2.4GHz)
- 3.5 mm audio jack
- micro-USB

Camera :

- Up to 13 megapixel back camera by SW
- Up to 5 megapixel front camera by SW

Audio supported formats :

WAV/MP3/MP2/AAC/AMR-NB/AMR-WB/MIDI/ Vorbis/APE/AAC-plus v1/AAC-plus V2/FLAC/WMA

Battery [1] :

Capacity: 3060 mAh

[1] The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.

Expansion Slot :

microSD™ memory card
(Availability of microSD card depends on market)

Special Features :

- GPS
- G-sensor
- Proximity Sensor
- Light Sensor

Note: Specifications are subject to change without prior notice.